



Quality and Manufacturing

The driving force behind what we do at The Cartridge Family is a company-wide commitment to quality, integrity and service. Thus, you can be assured of a reliable product that meets our high standards and the high standards for the Federal Government and exceeds the end users expectations.

We ensure our manufacturers process is a testament to our commitment to quality. Each cartridge undergoes a thorough cleaning, inspection, and testing process before they are deemed worthy for release.

After the empty core arrives, it is disassembled in the following manner:

- Toner hopper - Cleaned
- Waste collection unit - Cleaned
- Drum - Replaced
- PCR (Primary charge roller)- Replaced
- MAG roller (Magnetic roller) - Replaced
- Wiper blades-Replaced
- Doctor blades-Replaced

Each of these components are cleaned and/or replaced each time a used cartridge is manufactured.

The toner hopper and waste collector are cleaned with compressed air in a special cleaning room, and wiped down with a lint-free cloth to extract toner particles.

- All corresponding screws and loose parts are kept with the hopper and collector for reassembly.
- A brand new drum is replaced every time we remanufacture a cartridge. We realize that the drum is the most instrumental part of the cartridge and cannot be compromised with substandard equipment.

- A brand new PCR and MAG roller are replaced each time as well. These items are responsible for the transportation of toner through the imaging process. If toner is not properly transported, copy quality issues arise. Both of the PCR and MAG rollers have a synthetic coating and are subject to constant wear. Therefore, replacement is absolutely necessary.
- The wiper and doctor blades aid in cleaning the surface of the drum and MAG roller respectively after each image is produced. Over time, the rubber of the blades (much like that of a windshield wiper blade) becomes worn and can cause rotational scratches to the surface of the drum and MAG roller.
- After each cartridge is completely reassembled, a toner seal is put on to prevent leakage between the hopper and waste collector.
- The cartridge then goes into 60 page testing, where copy quality, such as darkness, print clarity and print density, is rigorously checked before packaging.